

MARKET RESEARCH ANALYSIS FOR ELEVATOR MAINTENANCE AND REPAIR

(NOTE TO THE WRITER: THIS MARKET RESEARCH ANALYSIS IS BASED ON A SURVEY OF COMMERCIAL SECTOR BUSINESS PRACTICES. IT COMPARES THE GOVERNMENT REQUIREMENT FOR SERVICES TO THE COMMERCIAL MARKET TO DETERMINE HOW THESE SERVICES ARE CONTRACTED. **THIS IS A GENERIC DOCUMENT THAT MUST BE TAILORED TO THE UNIQUE REQUIREMENTS AT EACH INSTALLATION.** THE PURPOSE OF THIS DOCUMENT IS TO DEMONSTRATE TO THE CONTRACTING OFFICE THAT THIS SERVICE CAN BE OBTAINED IN THE COMMERCIAL MARKET AND TO SET FORTH THE STANDARD FOR THE SERVICE IF A STANDARD EXISTS. THIS DOCUMENT INDICATES THAT THE SERVICE IS COMMERCIALY AVAILABLE AND WILL ALLOW CONTRACTING TO USE FAR PART 12 FOR COMMERCIAL ACQUISITIONS.)

**Insert Your AFB
And Date**

MARKET RESEARCH FOR ELEVATOR MAINTENANCE AND REPAIR

1. OBJECTIVE. The objective of this market research is to determine if maintenance and repair services for elevators are customarily available in the commercial market and to determine the most suitable method for acquiring such services. If services that will meet the stated government requirement are not available commercially, a determination will be made whether the available commercial services can be modified to meet the requirement, or whether the requirement can be modified to meet the commercial standard. The results of this research will be used to determine commercial practices for the method of contracting, types of contracts, performance standards, and inspection methods.

2. REQUIREMENT. The contractor shall inspect, test, repair, and maintain all elevator equipment to assure safe and reliable operation. Preventive maintenance activities shall be performed on a regular schedule, and repair services provided as needed. All maintenance shall be performed in accordance with (IAW) manufacturer's specifications, handbooks, and instructions and shall conform to National Elevator Maintenance Standards for inspections and adjustments. The contractor shall comply with applicable ASME/ANSI Codes (see Paragraph 5.2) and with local and state codes for elevator safety and accessibility. Typical maintenance and repair services may include but are not limited to:

- Adjustment, lubrication, repair, replacement, inspection, and test of the elevator and all associated mechanical devices, communication systems, and safety equipment.
- Inspection and maintenance of the hydraulic fluid overflow reservoir system, including removal of excess fluid as required.
- Repair and replacement of elevator electrical, mechanical, or hydraulic parts as necessary, using standard parts as recommended by the manufacturer. If recommended parts are not available, replacement parts shall be equal to or better than the replaced item.
- Recurring maintenance and service as required by the manufacturers listed procedures.
- On-call repair as necessary.
- Compliance with all safety requirements IAW Army Corps of Engineers Publication EM385-1-1, Safety and Health Requirements Manual, AFOSH, and ANSI Standards.

3. PARTICIPANTS. HQ AFCEA/CEOC, 139 Barnes Drive, Suite 1, Tyndall AFB, FL 32403-5319.

4. SOURCES CONTACTED. Sources of information include local hospitals, hotels, and office buildings; elevator manufacturers and repair companies; and national professional associations for elevator maintenance and repair. See list of sources at Attachment 1.

5. FINDINGS AND ANALYSIS.

5.1. GENERAL. Using the standardized statement of work for inspecting and maintaining elevators as the basic requirement for a survey of the commercial market, we identified sources

of information through the yellow pages of the local telephone book, the World Wide Web, and national professional associations. Among local businesses that require elevator maintenance are hospitals, large office buildings, and hotels/condominiums. Most of the local businesses contacted have service agreements that provide scheduled maintenance calls and inspections. Representatives from Pinnacle Port and Marriott's Bay Point Resort indicated that the elevators in those facilities are maintained and repaired under service agreements with the manufacturer, who typically provides a 10-year elevator warranty after installation. Elevator manufacturers employ certified elevator technicians to perform routine maintenance and answer service calls. Bill Strawn, a representative from Mowrey Elevator, a company that manufactures and maintains elevators, indicated that a typical service contract may last 5 years, though some municipalities are more likely to award 3-year contracts. In some cases, a one-year contract may be awarded with the possibility of several one-year follow-on options. Mr. Strawn stated that his company uses a standard maintenance agreement, tailored for the particular maintenance situation.

5.2. STANDARDS. Elevator maintenance and repair services in the private sector must conform to all applicable standards and codes. These may include, but are not limited to

- ANSI/ASME A17 – Safety Code for Elevators, Dumbwaiters, Escalators, and Moving Walks
- U.S.C. Title 42, 126, III – Americans With Disabilities Act of 1990
- Applicable State Codes such as:
 - Florida Elevator Safety Code (FS399)
 - California Elevator Safety Construction Code (Title 24, Part 7, 1995)
 - Pennsylvania State Elevator Code (Code 34, Chapter 7)
- Building and Equipment Standards and Specifications such as:
 - ASME QE1-1-1993 – Qualification of Elevator Inspectors
 - ISO 4101:1983 – Drawn Steel Wire for Elevator Ropes
- Safety Codes and Standards such as:
 - National Fire Protection Association (NFPA) Standards
 - OSHA Standards (29 CFR) 1917.116 – Elevators and Escalators
- Local and State Building Codes

Services are considered acceptable if the elevator continues to work and passes all required inspections. Many service providers judge their own effectiveness based on the number of callbacks per maintenance period. Customer satisfaction is based on continuous operation of the equipment and rapid response to callbacks.

5.3. SPECIFICATIONS/DESCRIPTION OF WORK. Because of the many varying factors, the elevator maintenance companies were hesitant to release a sample agreement. Mark Adams, a representative of Schindler Elevator Company, suggested contacting an elevator consultant to draw up a generic contract. One such consulting group, The Leadership Companies (<http://www.leadershipcos.com/channels/fac/elevator.cfm>) advertises on the Internet the availability of their Elevator Maintenance Services Contract, allowing facility managers to negotiate with suppliers for customized services. The sample contract may be accessed by subscription only; however, the web site listed the contract sections as follows: Introduction,

Purchase Orders, Agreement Period, Pricing for Services, Delivery of Services, Payment, Warranty, Termination, Notification, and Exhibit A – Scope of Elevator Maintenance Services. Other suggested inclusions deal with legal liability protection for the company and the requirement that the supplier comply with all federal, state, and local laws, rules, and regulations. A list of other elevator consultants may be found at the Elevator World Home Page (www.elevator-world.com).

In the January 1997 issue of Elevator World, Ron Schloss of Schloss Elevator Consultants, Columbia, NJ, described elevator maintenance requirements in the following terms:

- **Tasks** – the actions performed on the equipment. These may include examining or testing, followed by cleaning, lubricating, adjusting/repairing/replacing all or part of a component, as necessary.
 - **Routine Tasks** – actions performed each time the unit is scheduled for maintenance. A typical routine examination includes ride quality, leveling, door operation, signal lights and bells, and a machine room check of all rotating equipment for oil levels/leaks, brushes/commutators, brake operation, and relay functionality. The frequency of routine examination will vary due to age of the unit, condition of the equipment, and usage (based on number of stops per month).
 - **Periodic Tasks** – actions performed quarterly or more infrequently. These may or may not be performed in conjunction with the routine tasks. They include examinations and cleaning (if necessary) of the machine room(s) components, car tops, and pits; tests of the brakes, moving selectors, controllers, and governor.
 - **Callbacks** – unscheduled service trips resulting from equipment mis-operations, shutdowns, passenger emergency (injury or entrapment), or other causes.
- **Task Scheduling**
 - **Time-based Maintenance** – scheduled maintenance with a fixed period of time between actions.
 - **Use-based Maintenance** – scheduled examinations dependent on an event, i.e., the number of stops or miles traveled by an elevator. This information may be accessed remotely by microprocessor-based equipment.
 - **Use/Time-based Maintenance** – a frequency of maintenance scheduling based on a combination of use and time.

5.3.1. Quality Control. A formal Quality Control Program was not a contract requirement in the commercial sector; however, most contractors performing the service had their own internal quality control program.

5.4. METHOD OF CONTRACTING. Most service agreements prepared by elevator manufacturers and maintenance companies are fixed price contracts covering periods of time varying from 1 to 10 years. Public institutions, such as Bay Medical Center, indicated that they customarily use a formal bid process to select a service provider. The private companies, such as Pinnacle Port and Bay Point Resort, indicated a preference to contract with the elevator manufacturer. Among the service providers, most representatives were familiar with government selection procedures and indicated willingness to bid on government proposals.

5.5. PRICING FACTORS. Standard maintenance agreements used in the private sector specify a periodic service fee based on several factors: the frequency of scheduled service calls (usually monthly or quarterly), the number and size of the elevators, the number of landings, the extent of use, the location and normal hours of operation, the manufacturer, etc. For example, in the Panama City area, elevators located in beach hotels are subject to round-the-clock heavy use by tourists, including children and college visitors. Service fees are higher for these facilities than for office buildings downtown, where elevators are used during business hours only. The monthly service fee covers parts and labor for routine maintenance and call-backs during regular business hours. Not covered are repairs for elevator interiors and lighting and repairs for acts of vandalism. Such services may be provided at extra cost.

5.6. METHOD OF SURVEILLANCE. Elevator maintenance and repair services, while arranged with the business offices of public and private companies, are usually under the direct oversight of the facility manager, who monitors regularly scheduled maintenance and initiates callbacks when required. The elevators are subject to both inspections at regularly scheduled intervals and unannounced visits by inspectors from the cognizant regulatory agencies. Any nonconformance to codes and standards is reported to the facility manager.

5.7. REMEDIES FOR NONCONFORMING SERVICES. Unacceptable and non-conforming services are remedied by re-performance at no additional cost. According to Michael Lefman at Bay Point Resort, their agreement with Mowrey Elevator Company provides for non-payment if unacceptable services are not resolved. In addition, the agreement may be cancelled with 30 days written notice by either party.

6. CONCLUSIONS. Many commercial sources are available for elevator maintenance and repair in all parts of the United States. The nationally known elevator manufacturers have well-trained and certified technicians based in most areas of the country to provide competent and timely services. The company representatives we contacted expressed interest in the possibility of contracting with the government.

ATTACHMENT 1
POINTS OF CONTACT FOR MARKET RESEARCH
ELEVATOR MAINTENANCE AND REPAIR

Bay Medical Center
615 N. Bonita Ave.
Panama City, FL 32401
850-747-6788
Jackie Kennington

Gulf Coast Hospital
449 W. 23rd Street
Panama City, FL 32405
850-769-8341
POC: Michele Kardasz

Marriott's Bay Point Resort
4200 Marriott Drive
Panama City Beach, FL 32408
850-234-3307 Ext. 1886
POC: Mike Lefman

Pinnacle Port Rental Association
23223 Front Beach Road
Panama City Beach, FL
850-234-9994
POC: Karen

National Association of Elevator
Contractors (NAEC)
1298 Wellbrook Circle, Northeast
Conyers, GA 30207-3872
POC: Alicia Clower
<http://www.naec.org>

National Elevator Industry Inc. (NEII)
201-944-3211
POC: James Walker

Schindler Elevator Corporation
1075 Florida Central Parkway #2000
Longwood, FL 32750
850-470-9211 (Pensacola site office)
POC: Mark Adams

Mowrey Elevator
3300 Southwest 50th Avenue
Fort Lauderdale, FL 33314
800-441-4449
POC: Bill Strawn

Miami Elevator Company
850 Blountstown Highway
Tallahassee, FL 32304
850-576-0161
POC: Matt Elinor

Otis Elevator Company
4801 Executive Park Court
Jacksonville, FL 32216
904-296-6847
POC: Dee Dikeman

Elevator World Home Page
<http://www.elevator-world.org>

The Leadership Companies
<http://www.leadershipcos.com/channels/fac/elevator.cfm>

STATEMENT OF WORK FOR ELEVATOR MAINTENANCE AND REPAIR

(NOTE TO THE WRITER: THIS STATEMENT OF WORK IS BASED ON COMMERCIAL MARKET PRACTICES AS DETERMINED BY THE MARKET RESEARCH CONDUCTED ON THIS REQUIREMENT. IT REFLECTS HOW THE COMMERCIAL SECTOR DOES BUSINESS. **YOU MUST TAILOR THE DOCUMENT FOR YOUR BASE BY INCLUDING YOUR UNIQUE REQUIREMENTS AND QUANTITIES FOR WORKLOAD ESTIMATES.** THE SURVEILLANCE METHODS REFLECTED IN THIS DOCUMENT MIRROR THE PRACTICES FOUND IN THE MARKET RESEARCH. IF YOU REQUIRE SPECIFIC SURVEILLANCE TECHNIQUES YOU SHOULD ADD THEM TO THE APPROPRIATE SECTION.)

**Insert Your AFB
And Date**

**STATEMENT OF WORK
FOR
ELEVATOR MAINTENANCE AND REPAIR**

(LIMIT THE ACQUISITION REFORM BARRIER OF RESTRICTIVE DEPARTMENT OF DEFENSE (DOD) DIRECTIVES OR AIR FORCE (AF) INSTRUCTIONS. INCLUDE ONLY DOD OR AF DOCUMENTS THAT ARE REQUIRED FOR ENVIRONMENTAL, SAFETY, OR SECURITY REASONS. WHEN THE GOVERNMENT UNIQUE INSTRUCTIONS OF A DOD OR AF DOCUMENT ARE DETERMINED ABSOLUTELY NECESSARY TO BE INCLUDED IN THE REQUIREMENT, REFERENCE ONLY THE SPECIFIC PARAGRAPHS OF THE DOCUMENT THAT PERTAIN.)

1. DESCRIPTION OF SERVICES. The Contractor shall provide all management, tools, supplies, equipment, and labor necessary to maintain and repair the elevators at (INSERT INSTALLATION NAME) in a manner that will ensure continuous and safe operation. Following is a list of elevators and their locations.

Manufacturer	Size	Type	Location

1.1. MAINTENANCE SERVICES. The contractor shall perform (INSERT FREQUENCY) inspections of all elevators.

1.1.1. The contractor shall perform preventive maintenance during each (INSERT FREQUENCY) inspection to ensure reliable and continuous safe operation. The maintenance work shall be in accordance with commercial practices or manufacturer's specifications, if available, and shall be intended to maintain the elevators in safe and reliable operating condition until the next scheduled maintenance.

1.1.2. The contractor shall prepare and submit a written report within two-business days of the (INSERT FREQUENCY) inspection. The report shall identify each elevator, the location, maintenance work performed, repairs needed, date of inspection, name of inspector, and overall condition of the elevator. If repairs require work considered over and above routine maintenance work, the contractor shall notify the Government QA for appropriate decision and action.

1.2. REPAIR SERVICE CALLS.

1.2.1. Routine Calls. The contracting officer or his designated representative will notify the contractor of repairs to be made from the inspection report or service call. The contractor shall report to the work location, survey the repair, and provide to base contracting an estimated time to repair and cost of repairs not covered in the basic service contract. The contractor shall commence repair work after notification from the contracting office. All repair work shall be in accordance with normal commercial practices using parts specified by the elevator manufacturer or items of equal or better quality. Downtime of the elevator will be kept to an absolute

minimum. The contractor must notify the customer of all projected downtime and estimated time for repair. The contractor shall prepare and submit a written report within two business days after the routine repairs are completed. The report shall include the date and time of the service call, the location of the elevator, the repairs performed, and the name of the technician performing the repairs.

1.2.2. Emergency Calls. The contractor shall respond to emergency repair calls within (INSERT TIME) after notification during normal business hours and within (INSERT TIME) after notification at times other than normal business hours. The contractor shall prepare and submit a written report within two business days after the emergency repair. The report shall include the date and time of the service call, the location of the elevator, the repairs performed, and the name of the technician performing the repairs.

2. SERVICE DELIVERY SUMMARY.

Performance Objective	SOW Para	Performance Threshold
Perform Preventive Maintenance. Elevators are fully operational.	1.1.	95% of elevators are operational at all times.
Service Call Repairs. Repairs are made in a timely manner; Customers are informed of expected repair time. Response and repair is made within the specified time.	1.2.	Response to and repairs of service calls are timely 95% of the time.
Submit Maintenance and Repair Reports. Accurate reports are delivered within two business days.	1.1.2., 1.2.1., 1.2.2.	95% of all reports are timely and accurate.

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES. (LIST GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT, ETC. OR INCLUDE IN APPENDIX C. THIS CAN INCLUDE VEHICLES, HEAVY EQUIPMENT, CONTAINERS, PLACARDS, LABELS, ACCUMULATION POINTS, ENVIRONMENTAL COMPLIANCE GUIDANCE, ETC...)

4. GENERAL INFORMATION.

4.1. QUALITY CONTROL. (OPTIONAL) Contractor shall develop and maintain a quality program to ensure maintenance and repair services are performed in accordance with ANSI/ASME A17 and other applicable standards and codes. The contractor shall develop and implement procedures to identify and prevent defective services from recurring. As a minimum, the contractor shall develop quality control procedures that address the areas identified in paragraph 2, Service Delivery Summary. The government evaluator must have a specific quality control inspector to notify in case of customer complaints.

4.2. QUALITY ASSURANCE. The government will periodically evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan.

4.3. GOVERNMENT REMEDIES. The contracting officer shall follow the requirements of FAR 52.212-4, Contract Terms and Conditions for Commercial Items (May 1997), for contractor's failure to correct nonconforming services.

4.4. HOURS OF OPERATION. (INSERT APPROPRIATE HOURS.)

4.5. SECURITY REQUIREMENTS. (INCLUDE INSTALLATION AND CONTRACT OR REQUIREMENT-SPECIFIC SECURITY REQUIREMENTS OF THE CONTRACTOR AND EMPLOYEES HERE. THIS WILL INCLUDE BASE PASS REQUIREMENTS, SECURITY CLEARANCE REQUIREMENTS, ETC. DO NOT DUPLICATE SECURITY CLAUSES OR SPECIAL PROVISIONS REQUIRED IN THE SOLICITATION AND CONTRACT BY THE FEDERAL ACQUISITION REGULATION (FAR) AND ITS SUPPLEMENTS. THE UNIT SECURITY MONITOR SHOULD INITIATE A DD FORM 254, DOD CONTRACT SECURITY CLASSIFICATION SPECIFICATION. REQUIREMENTS NOT COVERED IN THE DD FORM 254 OR THE SOLICITATION SHOULD BE INCLUDED HERE.)

4.6. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT COMMANDER. (IDENTIFY SERVICES DETERMINED TO BE ESSENTIAL FOR PERFORMANCE DURING CRISIS ACCORDING TO DODI 3020.37. SPECIFY HOURS OF OPERATION REQUIRED AND THE PROCEDURES TO NOTIFY THE CONTRACTOR.)

4.7. SPECIAL QUALIFICATIONS. Contractor personnel shall be certified by appropriate federal and state regulatory agencies to meet federal and local certification requirements in maintenance of elevators. (NOTE: INSERT ANY ADDITIONAL SPECIAL CERTIFICATIONS OR REQUIREMENTS FOR EMPLOYEES IF DEEMED NECESSARY.)

4.8. PARTNERING AGREEMENT. (OPTIONAL) The contracting officer may require a partnering agreement between the government and the contractor to ensure joint cooperation and a sound partnership of all parties involved in the execution of this contract. Partnering is the creation of a government-contractor relationship that promotes achievement of mutually beneficial goals. It involves an agreement in principle to share the risks involved in completing the project and to establish and promote a nurturing partnership environment. Representatives from each organization are encouraged to participate in developing the partnering agreement. Suggested representation is the civil engineer manager, the government inspector, the government contract administrator, the contractor's manager and the contractor's quality control person. All costs for the partnership agreement should be shared equally between the government and contractor. This group is responsible for developing a formal partnering agreement that should be signed by all parties involved. The agreement should contain as a minimum: specific goals to be reached and a list of objectives to reach the goals, a set of metrics to evaluate the objectives, a frequency for meetings to review the metrics, and a statement of cooperation to execute the terms of the agreement. (NOTE: INSTALLATIONS MAY WANT TO REQUIRE AN INDEPENDENT MEDIATOR.)

5. APPENDICES.

A. Estimated Workload Data

B. Maps and/or Site Plans

C. Government Furnished Property/Services/Equipment

(NOTE: ADD ANY OTHER APPENDICES THAT MAY BE NEEDED.)

APPENDIX A

ESTIMATED WORKLOAD DATA

ITEM	NAME	ESTIMATED QUANTITY	
1	Inspect and test elevators	_____	Ea
2	Number of (LIST EACH TYPE OF ELEVATOR SEPARATELY)	_____	Ea
3	Number of (LIST EACH TYPE OF ELEVATOR SEPARATELY)	_____	Ea
4	Number of (LIST EACH TYPE OF ELEVATOR SEPARATELY)	_____	Ea
5	Estimated number of repair service calls	_____	Ea
6	Estimated number of emergency repair calls	_____	Ea

(NOTE: LIST INDIVIDUAL ELEVATORS AND ADD OTHER WORKLOAD DATA AS CONSIDERED APPROPRIATE.)

APPENDIX B
MAPS AND/OR SITE PLANS

SUGGESTED MAPS ARE:

LOCATIONS OF ELEVATORS

AUTHORIZED GATE ENTRY POINTS

BASE MAP OF ALL PERTINENT OFFICES

EMERGENCY SERVICES

(NOTE: ADD MAPS/PLANS AS CONSIDERED APPROPRIATE.)

APPENDIX C

GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT

POSSIBLE ITEMS ARE:

UTILITIES

POTABLE WATER

(NOTE: ADD DATA AS CONSIDERED APPROPRIATE.)

**QUALITY ASSURANCE SURVEILLANCE PLAN
FOR
ELEVATOR MAINTENANCE AND REPAIR**

**Insert Your AFB
And Date**

QUALITY ASSURANCE SURVEILLANCE PLAN FOR ELEVATOR MAINTENANCE AND REPAIR

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing this SOW. It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Service Delivery Summary (SDS) in the maintenance contract.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

This QASP is based on the premise the government desires to maintain a quality standard in operating, maintaining, and repairing facilities and that a service contract to provide the service is the best means of achieving that objective.

The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is quality assurance to ensure contract standards are achieved.

In this contract the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

**QUALITY ASSURANCE SURVEILLANCE PLAN
FOR
ELEVATOR MAINTENANCE AND REPAIR**

Performance Objective	SOW Para	Performance Threshold
Perform Preventive Maintenance. Elevators are fully operational.	1.1.	95% of elevators are operational at all times.
Repair Service Calls. Repairs are made in a timely manner; Customers are informed of expected repair time. Response and repair is made within the specified time.	1.2.	Response to and repairs of service calls are timely 95% of the time.
Submit Maintenance and Repair Reports. Accurate reports are delivered within two business days.	1.1.2., 1.2.1., 1.2.2.	95% of all reports are timely and accurate.

SURVEILLANCE: The government QA will evaluate the performance objectives through periodic inspections during each service month.

STANDARD: The contractor shall perform all work required in a satisfactory manner in accordance with the appropriate SOW paragraph. The QA shall not consider the services complete until all deficiencies have been corrected.

PROCEDURES: The government QA will inspect all performance objectives at least monthly to ensure contractor compliance with the appropriate paragraphs of the Statement of Work (SOW). Record results of inspection, noting the date and time of inspection. If inspection indicates unacceptable performance, notify the contract manager or the contractor's Quality Control Inspector (QCI) of the deficiencies for correction. The Contractor shall be given two hours after notification to correct the unacceptable performance or the QA may approve additional time if the QA considers additional time appropriate. If deficiencies are not corrected within the required time frame the QA should notify the Contracting Officer for action.

GOVERNMENT COST ESTIMATE FOR ELEVATOR MAINTENANCE SERVICES

NOTES: DETERMINING A GOVERNMENT COST ESTIMATE FOR A SERVICE CONTRACT IS NOT A SIMPLE PROCESS. SINCE LABOR IS THE MAIN FACTOR OF COST IN A SERVICE CONTRACT; THE COSTS FOR THE SKILLS PERFORMING THE SERVICE WILL BE DRIVEN BY THE LOCAL LABOR RATES. THE DIFFICULTY LIES IN DEFINING THE SKILLS REQUIRED, AND THE SIZE OF THE CREW THAT WILL PERFORM THE SERVICE, AND THEN DETERMINING THE LOCAL LABOR RATE FOR THE PARTICULAR SKILL. MARKET RESEARCH INDICATES THAT MOST USERS OF THE SERVICE WOULD APPROXIMATE COSTS FROM SERVICE PROVIDERS. TO ASSIST YOU IN DETERMINING THE GOVERNMENT COST ESTIMATE FOR THIS SERVICE CONTRACT, WORKLOAD DRIVERS, HAVE BEEN DEFINED (SEE BELOW). YOU CAN ENTER THE QUANTITIES FROM YOUR BASE AND PROVIDE THIS INFORMATION TO SEVERAL SUGGESTED SOURCES IN YOUR LOCAL AREA. IN MOST CASES, THEY WILL PROVIDE YOU AN ESTIMATE FOR PERFORMING THE SERVICE. YOU CAN COMPARE THE ESTIMATES AND THEN SUBMIT YOUR ESTIMATE (GOVERNMENT ESTIMATE) BASED ON WHAT YOU FOUND IN THE LOCAL MARKET.

ESTIMATED WORKLOAD DATA

ITEM	NAME	ESTIMATED QUANTITY	
1	Inspect and test elevators	_____	Ea
2	Number of (LIST EACH TYPE OF ELEVATOR SEPARATELY)	_____	Ea
3	Number of (LIST EACH TYPE OF ELEVATOR SEPARATELY)	_____	Ea
4	Number of (LIST EACH TYPE OF ELEVATOR SEPARATELY)	_____	Ea
5	Estimated number of repair service calls	_____	Ea
6	Estimated number of emergency repair calls	_____	Ea

(NOTE: LIST INDIVIDUAL ELEVATORS AND ADD OTHER WORKLOAD DATA AS CONSIDERED APPROPRIATE)

**SUGGESTED
BID SCHEDULE**

CONTRACT LINE ITEM NO. (CLIN)	<u>SUPPLIES/SERVICE</u>	<u>QTY</u>	<u>UNIT</u>	<u>UNIT PRICE</u>	<u>AMOUNT</u>
0001	NONPERSONAL SERVICES: Provide all supervision, personnel, equipment, transportation, material, and other items and services necessary to inspect, test, and maintain (BASE INSERTS NUMBER) elevators at (INSERT NAME OF INSTALLATION) for the period (INSERT PERFORMANCE PERIOD) in accordance with the Statement of Work in Section C.				
0001AA	Perform preventive maintenance	12	MO	_____	_____
0001AB	Service call repairs	12	MO	_____	_____
0001AC	Submit preventive maintenance reports	12	MO	_____	_____
TOTAL CLIN 0001					=====

**(THE BASE SHOULD DUPLICATE THE BID SCHEDULE FOR EACH OPTION YEAR. IT IS
RECOMMENDED THAT A BASIC PLUS FOUR OPTION YEARS CONTRACT BE USED.)**